



McLean County Area EMS System

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MEMORANDUM

TO: All MCAEMS Providers
FROM: Michael Crabtree
Quality Assurance Coordinator
DATE: 6/18/2012
RE: Response Time Reporting Requirements

Agencies are reminded that it is mandatory to report to the system all instances where they are not able to respond to an emergency call within their district. This report must be completed on the system approved incident report and faxed/emailed to the system office within 24 hours of the initial dispatch. This reporting responsibility ultimately falls under the purview of the agency chief or manager. Agencies are encouraged to inform their providers of this requirement to facilitate compliance.

Further, agencies shall also report instances where "initial dispatch to unit enroute" times exceed 8 minutes. This can be reported informally (no preformatted report needed) within one business day by email, phone, or fax.

These reporting requirements are not in place as punitive tools. Rather, they are utilized to proactively identify potential problems before they become systemic to ensure our patients are receiving the care and response they deserve.